

**CITY OF YORK COUNCIL – Bus Stop Infrastructure Policy****Aims and objectives**

This policy forms part of the Bus Strategy. As such, it contributes to the delivery of Local Transport Plan priorities:

- Tackling congestion
- Improving accessibility for all
- Safer roads
- Improving air quality
- Improving the quality of life
- Supporting the local economy

When it comes to scheme prioritisation, decision makers should take into account the adopted hierarchy of road users (from Table 5.1 in the Local Transport Plan)

- (i) Pedestrians
- (ii) People with mobility problems
- (iii) Cyclists
- (iv) Public transport users (includes rail, bus, taxi, coach and water)
- (v) Powered two wheelers
- (vi) Commercial/business users (includes deliveries and HGVs)
- (vii) Car borne shoppers and visitors
- (viii) Car borne commuters

(Note: Pedestrians with mobility problems are given the highest priority)

**Rationale**

An accessible local bus network is crucial for people to get around York, to reduce congestion and improve air quality. Whereas commercial bus operators have invested heavily in easily accessible vehicles, these are of little use if there are other obstacles in the street environment that hinder boarding and alighting. This is particularly important for some disabled people and those with push chairs or other luggage. If people do not have confidence that every change point in their journey will be accessible, they may not even attempt to make their journey by local bus. It is also crucial that bus passengers (and potential passengers) have adequate information about available services and a quality waiting and boarding environment. Bus stops and their immediate vicinities are one of the key ways in which the council can make significant improvements to benefit bus passengers.

**Legislative framework**

The council's power to install bus stop clearways is contained within the Traffic Signs Regulations and General Directions (TSRGD) 2002. This enables the Council to create enforceable bus stop clearways without a Traffic Regulation Order (TRO).

## ANNEX C

Paragraph 29 of the Department for Transport Circular (02/2003) states that “[t]his also means that there is no specific requirement under the Road Traffic Regulation Act 1984 to consult those affected over proposals to install bus stop clearway signs and markings at particular locations, or to hold a public inquiry to consider any unresolved objections. The Department nevertheless recommends that those likely to be affected should be consulted over the location and times of operation of clearway restrictions, and that the hours of operation and enforcement should take account of the hours when buses are operating.”

The Council has taken the decision to revoke all previous TROs applying to bus stop clearways. As such, all bus stop clearways in York are under the provisions of the TSRGD.

### Standards

#### Specifications

Although this document is not intended to be a design guide, there are certain key policies that link to the above priorities and need to be mentioned here. This document covers the entire bus stop package, including: raised kerbs and bus boarders, bus stop pole and flag, timetable cases, Real Time information displays, clearways, shelters, lighting and pedestrian waiting areas (ancillary street furniture and space).

Kassel kerbs are designed to enable buses to line up with the kerb for easier boarding and alighting. They are slightly higher than standard bullnose kerbs at 160mm and, if installed and used correctly, guide the front wheel of a bus approaching the stop. The Council installs Kassel kerbs at all new locations, where possible, with a minimum run of 8m. Where these are provided, it is essential that the road surface is maintained to a reasonable standard to avoid damage to buses. Where Kassel kerbs are installed, their start and finish should be marked with yellow bricks set into the pavement. These should not be used on standard kerbs (even if these are raised to Kassel height).

Bus laybys are not generally used except in areas, such as those with high traffic speeds or poor visibility for following traffic, where road safety may be an issue. In these situations, a half-width layby will be the first option considered.

Routes defined as high frequency (at least 10 minute frequency) and those in the city centre are marked with square-section poles and box section flags. All other stops have standard 74mm diameter poles and plate flags. The council avoids wherever possible attaching bus stop flags and timetable cases to lamp columns or other third party property.

Sign content:

- City centre stops at the following clusters have landscape box flags with the following information: Bus logo, stop name, routes that serve the stop and destinations, yournextbus information, Businfo logo, including telephone number.

## ANNEX C

Blossom Street, Clifford Street, Piccadilly/Merchantgate, Rail Station, Rougier Street, Stonebow, Theatre Royal/Exhibition Square

- Other stops in the city centre and on high frequency routes have portrait box flags with the following information: Stop name, route number, yournextbus information, Businfo logo, including telephone number.
- Other stops have plate flags with the following information: Bus logo, Businfo logo, including telephone number, yournextbus information

The council aims to provide single timetable cases at all used bus stops. Where necessary, such as at stops with a high number of services, a double case may be installed.

Bus stop clearways are usually marked on the carriageway where demand for on-street parking is high and there is a risk of bus access to stops being impeded. Where possible, these are 37m in length for rigid buses. In partnership with bus operators, the council may mark 51m clearways, where possible, on some routes to allow for the use of articulated buses. Bus stop clearways may be excluded or shortened where other restrictions are already in place, such as yellow lines or near pedestrian crossings.

At stops where there are no street lights, lighting may be installed if the stop is likely to be used in the evening to improve road safety or personal security. This is often limited by the availability of (or cost of installing) mains electricity. However, the council is trialling solar-powered lighting at several locations and this or wind-powered lighting may offer a solution to where it has been infeasible to install lighting in the past.

The council will look to provide shelters, where practical, at city centre stops and inbound stops where there is sufficient usage to justify them. City of York Council is responsible for the provision and maintenance of all bus stops in the unparished area of the city. It is also responsible, where requested, for all shelters on high frequency routes in parished areas. All other shelters and upgrade work are the responsibility of the parish council for that area or, if it decides to do so, the local ward committee. City of York Council has, in some instances, part-funded the installation of shelters along with parish councils or ward committees. All shelters installed using ward committee funds are maintained by the council through revenue budgets.

### Consultation and involvement

City of York Council will consult local residents, ward councillors and the parish council, where appropriate, on all major stop upgrade work, giving 3 weeks' notice. Where there is not agreement, ward councillors will be offered a site visit to discuss the issues. The Council will only provide detailed feedback to residents on the decision made on request. This is additional to the 7-day notices issued by direct works operators.

No consultation is normally undertaken for minor upgrades and changes, for example when a previously unmarked custom stop is marked for the first time or for stops that have no adjacent properties directly affected.

Where a proposed development is contentious or unresolved issues remain, the decision may be escalated to a full Officer in Consultation process.

### Siting

Careful attention will be given to the detailed location of bus stops, with highway safety being the primary consideration. The Council will not make a decision without consultation as outlined above. Every effort will be made to minimise any inconvenience or intrusive effect on nearby property. The checklist included in Appendix A will be applied to each new or resited stop, which will involve a desktop analysis of the stop in relation to the bus and other transport networks and a site survey.

Particular attention will be given to siting and design of stops that fall within Conservation Areas. All bus stop poles in these areas will be dark green.

Within built up residential areas, bus stops will not normally be more than 400m apart.

Sight lines and highway obstructions, traffic islands, impact on other road users when bus approaching, waiting and leaving stop.

Lighting and security considerations.

Drainage.

### New developments

Indicators 11A and 11B in the Local Transport Plan 2006-2011 relate to new development within the city:

- Indicator 11A: Proportion of new residential or commercial developments over 0.4Ha that are built within 400m walk of a frequent (30 minute frequency) public transport service.
- Indicator 11B: Proportion of new developments over 0.4Ha contributing either financially or physically to pedestrian, cycle or public transport networks.

Residential, industrial or commercial developments above 0.4Ha will therefore normally trigger the installation of new bus stops, if there are inadequate existing facilities in the area.

### Investment strategy

Route upgrades are the means by which the council makes most investment. Taking this approach gives confidence to users that, at every point in their journey, they will be able to transfer with ease.

## ANNEX C

To date, the Council has carried out upgrade work on all Metro Routes from 1 to 10, the southern section of route 11, route 13, route 415 and the 840 series. The Council needs to revisit some routes to complete their upgrading.

Every year of the Local Transport Plan, a small amount of the capital programme (currently £5,000) is reserved for minor works that are needed throughout the year. This allows the council to react to changes in the bus network as they occur.

New routes and deviations. The council will attempt to assess and implement necessary infrastructure improvements in time for any changes. This may not be possible however, if resources have not been allocated for this work.

Ad hoc requests on existing routes are recorded and assessed. If agreed, these will be included within main capital programme work.

### Prioritisation

Most funding for bus stop infrastructure improvements comes from one of two sources – Local Transport Plan (LTP) Capital Programme and ward committee funds. Both of these have their own prioritisation processes. In the case of the LTP Capital Programme, individual stop works will usually be aggregated as a package of work and scored across the LTP priorities against other transport schemes. However, the scoring system used does not work well when applied to individual stop works. Therefore, an alternative system is needed, which takes account of the following factors:

- Priority groups affected (whether benefiting or not)
- Number of users affected
- Distance to next stop
- Frequency of service
- Condition or status of other stops on the route (priority is given to routes where upgrades have already occurred)
- Average length of waiting time and punctuality.

Each stop work will therefore be graded on a scale of High-Medium-Low.

### Procurement

Procurement policy <needs looking at>

City of York Council has a 20 year contract with JCDecaux, which started in July 1999. JCDecaux provides installation and maintenance of the following shelters and pays an advertising fee to the council in relation to this:

- 80 advertising shelters (39 Foster type, 41 Standard type)
- 57 non-advertising shelters (14 Foster type, 43 Standard type)

Maintenance of council-owned shelters is undertaken by Highway Infrastructure. Maintenance of stops and the carriageway in the area around the stop is of high priority because of the effect this has on overall accessibility, pedestrian and passenger safety and the potential damage to vehicles.

### Stop infrastructure records

New infrastructure and upgrades are recorded centrally on the following spreadsheet. This contains details of all requests including its status and acts as a frontsheet for other documents.

[\\dedsdata\dev\\_serv\\$\GROUP\Transport\\_Planning\Sustainable\\_Travel\Buses\Bus Stops and Shelters\Bus stop infrastructure work log.xls](\\dedsdata\dev_serv$\GROUP\Transport_Planning\Sustainable_Travel\Buses\Bus_Stops_and_Shelters\Bus_stop_infrastructure_work_log.xls)

#### Stop records

- Work flow spreadsheet
- Asset register – EXOR

### APPENDIX A – Bus stop checklist

#### Desktop assessment:

How frequent are services to the proposed stop?

How many properties will be served by the stop?

How close is the stop to destinations, such as local services or other transport nodes?

Are there any properties or facilities designed specifically for disabled people in the area? (Distance to the nearest stop should be reduced to 100m, if practical)

Will the stop be closer than 300m from the next stop in both directions?

Are buses likely to layover at the stop at any point during the day? Will this impact on other traffic?

Will buses using the stop conflict with other (especially vulnerable) road users? For example, is it on a heavily used cycle route?

#### On-site assessment:

How easily can a bus approach and pull away from the stop? Will doing so put the vehicle in an unsuitable position, for example when approaching a speed cushion or other restriction? (Swept path analysis may give a more accurate picture for proposed works.)

Are there other highway obstructions, such as traffic islands, stopping traffic flow when a bus is on the stop?

Will a bus block other road users' view of other road signs when at the stop?

Can vehicles approaching from behind see a parked bus in sufficient time to be able to stop? Particular attention needs to be paid if the stop is likely to be used by articulated buses or more than one bus at a time.

Can vehicles pull up behind a parked bus and have a clear view of the road ahead? As before, particular attention needs to be paid if the stop is likely to be used by articulated buses or more than one bus at a time.

Are there any residential properties close to the stop that may be overlooked (especially if the route is likely to be served by double decked buses)?

How isolated is the site, especially in the evening?

How suitable are walking and cycling routes to and from the proposed stop?

Will pedestrians have to negotiate steep gradients to get to or from the stop?

Is there sufficient room for passengers to wait without obstructing other pedestrians?

Is there hardstanding at the site?

Will the bus stop result in a significant loss of on- or off-street parking or loading areas? This will be more important if there are no alternative sites in the area. If so, would a bus boarder be a suitable compromise?

### **Site enhancements:**

If there are no kerb replacements or realignments planned, are there any other carriageway issues that need to be investigated, such as drainage?

Is there a need for additional lighting or security improvements?

Is there an immediate need for seating or other street furniture, such as litter bins.

Is there an immediate need for cycle parking or other cycle infrastructure?

## **APPENDIX B – Contracts and service level agreements**

**Highway Infrastructure** (maintenance, including cleaning)

### **Engineering Consultancy**

Transport Planning issues briefs to Engineering Consultancy for capital works (either study or implementation briefs).

### **JCDecaux**

City of York Council has a 20 year contract with JCDecaux, which started in July 1999. JCDecaux provides installation and maintenance of the following shelters and pays an advertising fee to the council in relation to this:

- 80 advertising shelters (39 Foster type, 41 Standard type)
- 57 non-advertising shelters (14 Foster type, 43 Standard type)

## **APPENDIX C – Technical specifications**

### **Standard Bus Shelter specification (non- JCDeceax)**

Manufacturer – Queensbury Shelters (or similar)

Range – “Arun”

Colour – CYC Green (Queensbury have the RAL no.)

No. of bays – 3 x 1.290 metres fitted with toughened glass

Enclosed, Cantilever, or Cantilever with two half end returns as site permits

Integral seating to be fitted



## **ANNEX C**

Lighting to be included and connected to a mains supply if feasible.